



# Oregon

John A. Kitzhaber, M.D., Governor

CC Docket 98-67

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Public Utility Commission

550 Capitol Street NE, Suite 215

Salem, OR 97301-2557

(503) 373-7394

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CC: 98-67  
TPS

June 15, 2001

Federal Communications Commission  
Consumer Information Bureau  
Disabilities Rights Office  
445 12<sup>th</sup> Street SW  
Washington, DC 20554

**RE: Consumer Complaint Log**

Thank you for the opportunity to provide you with information on Oregon's consumer complaint logs for June 1, 2000 to May 31, 2001. I have enclosed the following documents:

- ❖ Letter from OTRS account manager summarizing the Complaint Log Process
- ❖ Attachment 1—Complaint log
- ❖ Attachment 2—Summary of resolution of all complaints

All of the consumer complaints (and commendations) regarding the Oregon Telecommunications Relay Services (OTRS) have been resolved satisfactorily in under 180 days. All of the complaints originated and ended with the Sprint, the TRS provider, however PUC worked closely with Sprint to ensure that their complaints were resolved satisfactorily. Both Sprint and PUC have detailed copies of all of the consumer complaints and the summaries of resolutions on file.

If you find that you need more information from us, please contact me at [damara.paris@state.or.us](mailto:damara.paris@state.or.us) or 1-800-735-1232 (relay) 503-373-1413 TTY and I will provide you with further information.

Sincerely,

Damara Paris, Manager  
Telecommunication Assistance Programs

CC: Victoria McLean, CSD Administrator  
Van Scheppach, OTRS Account Manager

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June 14, 2001

Damara Paris, Program Manager  
Oregon Public Utility Commission  
550 Capitol Street NE Suite 217  
Salem, OR 97310-1380

Dear Damara Paris,

Please find attached the annual complaint log (attachment #1) for State of Oregon as well as a summary (attachment #2) for your use with filing with the FCC. As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. Please note that your state must file a summary of this log (attachment #2) indicating the number of complaints received with the FCC by July 1, 2001 to the following address:

Federal Communications Commission  
Consumer Information Bureau  
Disability Rights Office  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554

For your reference, Sprint has included the FCC language requiring this action:

**Original February Order:**

We agree with parties that requiring state applicants for TRS certification and interstate TRS providers to maintain a log of consumer complaints that allege a violation of the federal minimum standards would substantially help the Commission monitor the service quality of the relay programs. We will adopt such a requirement. The logs must include all complaints alleging a breach of TRS rules, whether they were filed with the TRS provider or the State, and must be retained until the next application for certification is granted. The log shall include, at a minimum, the date that the complaint was lodged, the nature of the complaint, the date of resolution and how it was resolved. If state TRS programs and providers are in compliance with federal minimum

standards, maintaining the log should not be burdensome. **In addition, we will require that summaries of these logs indicating the number of complaints received must be submitted annually to the Consumer Information Bureau, Disability Rights Office, 445 12<sup>th</sup> Street SW, Washington, DC, 20554, and at the time of certification.**

This information will provide an early warning system to the Commission of possible service quality problems during the five-year certification period. In addition, it will allow the Commission to determine whether the state has appropriately addressed consumer complaints during the certification process. It will also enable the Commission to spot national trends that may lend themselves to coordinated solutions. Finally, the information will be available to enable states to communicate with one another to learn how other states have resolved certain complaints.

#### **June Order on Reconsideration:**

Additionally, we establish a date certain for the annual submission of complaint log summaries by states and TRS providers to the Commission by July 1 of each year. In the *TRS Order*, the Commission required state applicants for TRS certification and interstate TRS providers to maintain a log of consumer complaints that allege a violation of the federal minimum standards. The Commission also required that summaries of these logs indicating the number of complaints received be submitted at the time of certification, and annually to the Commission. The particular date by which the annual submission must occur was not specified in the *TRS Order*. We find that establishing a date certain in the rules for submission of this information to the Commission will enable the affected entities to comply with our rules in a consistent and non-discriminatory manner. In this Order, we amend our rule to require that complaint log summaries indicating the number of complaints received by states and TRS providers for the 12-month period ending May 31 must be submitted by the states and TRS providers to the Commission by July 1 of each year, beginning in 2001. Additionally, we amend our rule to remove the requirement that complaint logs must be submitted at the time of certification. Current TRS certifications must be renewed prior to their expiration on July 26, 2003. Updated complaint data in the annual July 1 submissions can be used to assist us in evaluating the certification applications. There is no need, therefore, to require an additional submission "at the time of certification."

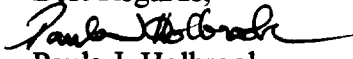
Recently, some states were in contact with the FCC staff to further clarify requirements in order to ensure compliance. Sprint is prepared to offer your state additional support, should the FCC order additional requirements above and beyond the current rules and order. Sprint will work with the state, as your partner in delivering additional

information required of all states and carriers. We are confident that our records and systems will support any additional requirements, should they be ordered by the FCC.

If you have not maintained your own log of consumer complaints, you may wish to use the attached complaint spreadsheet for submittal to the FCC. This log period, running June 1, 2000 through May 31, 2001, contains a summary of the total number of complaints received for each type of complaint on a month to month basis and also provides totals for this twelve-month period.

Should you have any questions concerning this summary log, please contact your account manager.

Best Regards,

  
Paula J. Holbrook

Paula J. Holbrook  
TRS Program Manager

Best Regards



Van K. Scheppach  
Oregon Account Manager

Attachment #1: Complaint Log Summary for Period of June 1, 2000 – May 31, 2001

Attachment #2: Summary of Complaints for Period of June 1, 2000 – May 31, 2001



Attachment # 1

# Oregon Relay

June 2000 - May 2001



	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
<b>SERVICE COMPLAINTS</b>														
#00 Answer Wait Time						1							1	1%
#01 Dial Out Time													0	0%
#02 Didn't Follow Database Inst.					1		1						2	3%
#03 Didn't Follow Cust. Instruct.			1	4		1	1	1		3	2	1	14	18%
#04 Didn't Keep Customer Informed	1								1		1		3	4%
#05 Agent Disconnected Caller	2		4		2		2				1		11	14%
#06 Poor Spelling													0	0%
#07 Typing Speed/Accuracy	1			1									2	3%
#08 Poor Voice Tone			1					1					2	3%
#09 Everything Relayed									1		1	1	3	4%
#10 HCO Procedures Not Followed		2											2	3%
#11 VCO Procedures Not Followed					1						1		2	3%
#12 Two-Line VCO Procedures Not Followed	1	0	1				2						4	5%
#13 Background Noise Not Typed													0	0%
#14 Feelings Not Described							1						1	1%
#15 Recording Feature Not Used		1		3					1				5	6%
#16 Noise in Center		1											1	1%
#17 Agent Was Rude	4												4	5%
#18 Problem Answer Machine								1					1	1%
#19 Spanish Service													0	0%
#20 Speech to Speech													0	0%
#21 Other Problem Type Complaint	2	1	3	2	2	2		2	2		3	1	20	26%
<b>TOTAL</b>	<b>11</b>	<b>5</b>	<b>10</b>	<b>10</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>3</b>	<b>78</b>	
<b>TECHNICAL COMPLAINTS</b>														
#22 Lost Branding			1	2			2					1	6	40%
#23 Charged for Local Call													0	0%
#24 Trouble Linking Up												1	1	7%
#25 Line Disconnected													0	0%
#26 Garbled Message				2	1	1							4	27%
#27 Database Not Available						1							1	7%
#28 Split Screen													0	0%
#29 Other Technical Type Complaint	0			1	1							1	3	20%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>16</b>	
<b>MISC COMPLAINTS</b>														
#30 Rates													0	0%
#31 OSD													0	0%
#32 No 800 Number Access													0	0%
#33 Carrier of Choice			1										1	17%
#34 Network Recording				1									1	17%
#35 Other				2	1			1					4	67%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	
<b>TOTAL CONTACT</b>	<b>11</b>	<b>5</b>	<b>12</b>	<b>18</b>	<b>9</b>	<b>6</b>	<b>9</b>	<b>6</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>99</b>	

## **Attachment # 2**

### **Summary Log for June 1, 2000 – May 31, 2001 Oregon Relay**

For the period of June 1, 2000 through May 31, 2001, Sprint processed 824,154 total outbound calls on behalf of Oregon Relay receiving a total of ninety-nine (.01%) customer complaints. All ninety-nine complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these ninety-nine complaints were escalated for action to the State of Oregon or to the Federal Communications Commission.